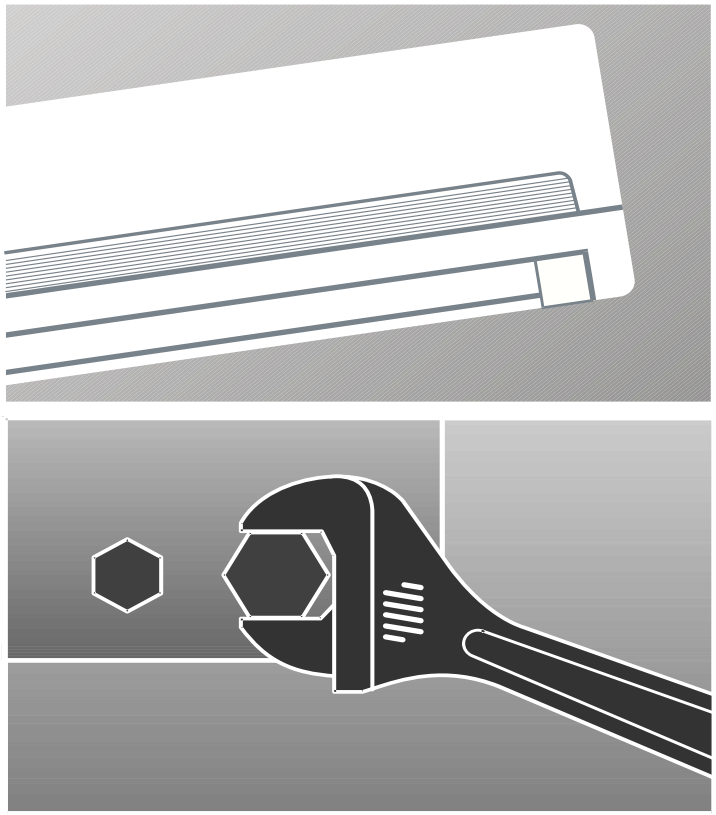
SAMSUNG

USER'S MANUAL & INSTALLATION MANUAL

AS12✳N✳B
AS18✳N✳B
AS24✳N✳B

SPLIT-TYPE AIR CONDITIONER

(Cooling)



Ⓔ **DB98-31454**

SAMSUNG ELECTRONICS

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Safety Precautions

You should take the following safety precautions when using your air conditioner.

⚠ WARNING

- If you don't follow the safety precautions, you may get the risk of an electric shock, injury or death.
- The manufacturer or qualified service personnel must install this air conditioner.
- Unplug the electric power before repairing, installing or cleaning.

DURING OPERATION

- Do not repair the air conditioner at your discretion. It is recommended to contact a service center directly.
- Never spill any kind of liquid on the air conditioner. If this happens, unplug or turn off the air conditioner and contact an authorized service center.
- Do not insert anything between the airflow blades to prevent damage of the inner fan and consequent injury. Keep children away from the air conditioner.
- Do not place any obstacles in front of the air conditioner.
- Do not spray any kind of liquid into the indoor unit. If this happens, turn off the breaker and contact a service center.
- Make sure that the air conditioner is well ventilated at all times: Do not place a cloth or other materials over it.
- Remove the batteries if you don't use the remote control for a long time. (If applicable)
- Use the remote control within 7 meters from the indoor unit. (If applicable)

DISPOSING OF THE UNIT

- Before throwing out the air conditioner, remove the batteries from the remote control.
- When you dispose of the air conditioner, consult your dealer. If pipes are removed incorrectly, refrigerant may blow out and cause air pollution. When it contacts with your skin, it can cause skin injury.
- The package of the air conditioner should be recycled or disposed properly for environmental reasons.

OTHERS

- Never store or load the air conditioner upside down or sideways to prevent the damage of the compressor.
- Young children or infirm persons should be always supervised when they use the air conditioner.
- Max current is measured according to IEC standard for safety.
- Current is measured according to ISO standard for energy efficiency.

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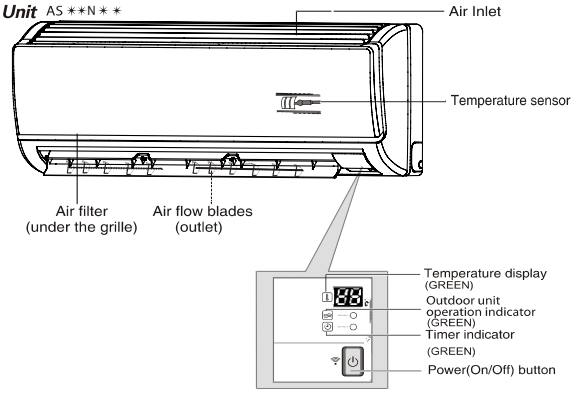
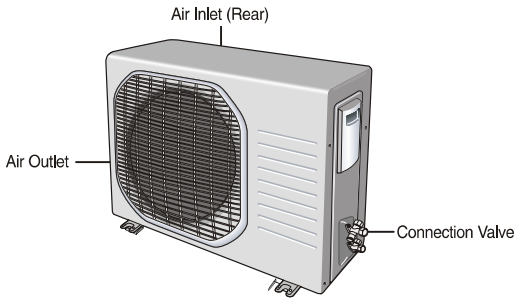
Name of Each Part

The design and shape can be changed according to the model.

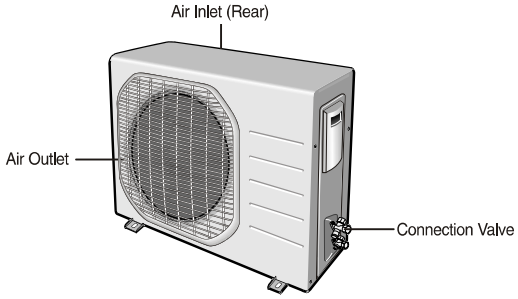
Indoor Unit AS ✳✳N✳✳



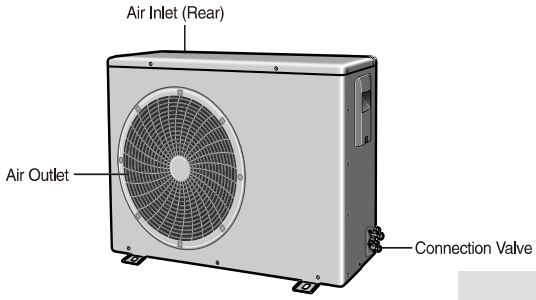
Outdoor Unit AS12*N*B



Outdoor Unit AS18*N*B



Outdoor Unit AS24*N*B



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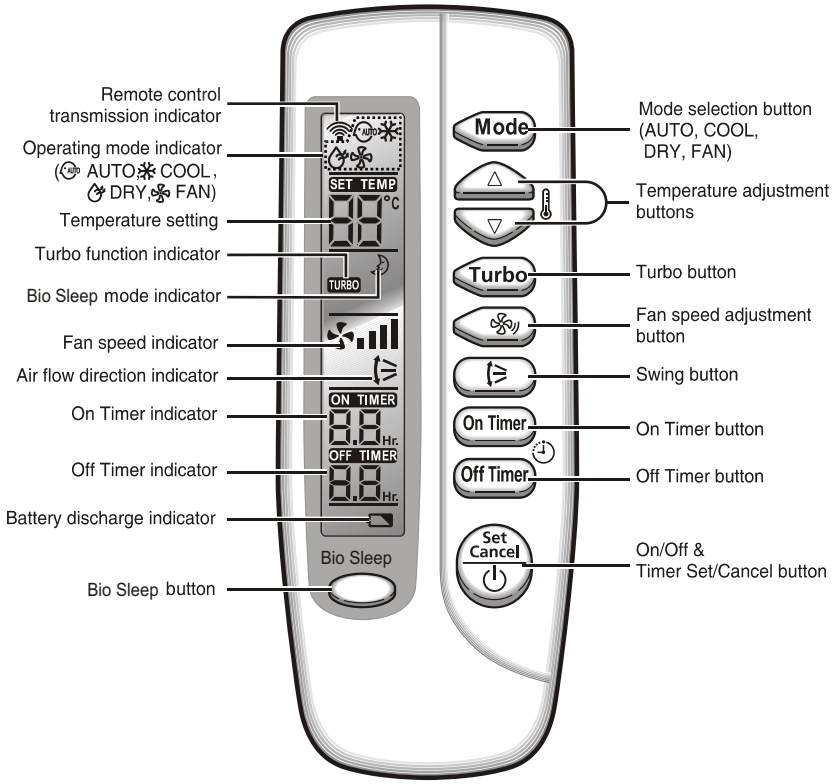
Remote Control - Buttons and Display



Inserting the Remote Control Batteries

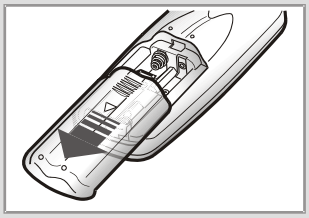
You must insert or replace the remote control batteries when:

- ***You purchase the air conditioner***
- ***The remote control does not work correctly***

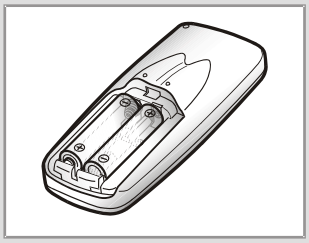
Note

- Use two AAA, LR03 1.5V batteries.
- Do not use old batteries or different kinds of batteries together.
- Batteries may be completely discharged after 12 months, even if they have not actually been used.

1 Remove the battery cover in the rear of the remote control by pushing it with your thumb.



2 Insert two batteries, respecting the polarities as indicated by the + and - symbols.



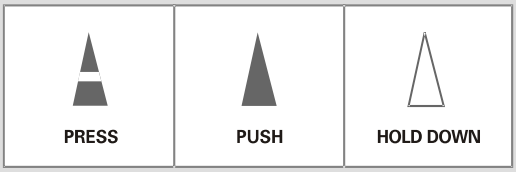
3 Close the cover by sliding it back in its place.

Getting Started

The User's Manual provides you valuable information about your air conditioner.
Please read this manual carefully before using the air conditioner.
It will help you take full advantage of the unit's features.

You have already seen the basic description of the unit on pages from 4 to 6.
Starting up with the next page, you will find a series of step-by-step procedures for each function available.

The illustrations in the step-by-step procedures use three different symbols:



Selecting the Automatic Operating Mode

You can start the air conditioner in Auto mode from your remote control. In the Auto mode, the cooling operation is selected automatically. You can also raise or lower the temperature but not the fan speed.

1 If necessary, press the button.

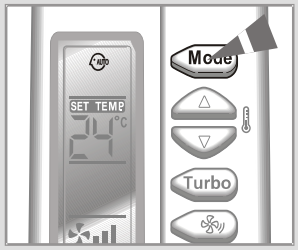
Result:
- ◆ The operation indicator on the indoor unit lights up.
- ◆ The air conditioner starts up in Cool mode with Turbo fan speed.
- ◆ The indoor unit beeps.

IMPORTANT The air conditioner is fitted with a protection mechanism to prevent the unit from being damaged when it is started immediately after being:
- ◆ Plugged in
- ◆ Stopped

It will start up normally after three minutes.

2 If the AUTO is not displayed at the top of the remote control, press the Mode button on the remote control one or more times until it appears.

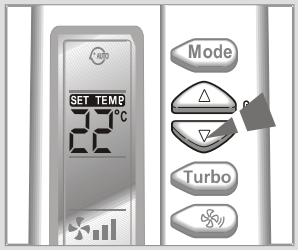
Result:
- ◆ The indoor unit beeps each time you press the Mode button.
- ◆ The air conditioner runs in the Auto mode.



Note You can change modes at any time.

3 To adjust the temperature, press the button one or more times until the required temperature is displayed.
Possible temperatures are between 16°C and 30°C inclusive.

Result:
- ◆ Each time you press the button:
  - The temperature is adjusted by 1°C
  - The indoor unit beeps



Cooling Your Room

You must select the Cool mode if you wish to adjust the:

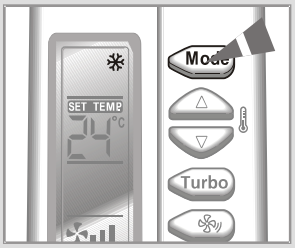
- ***Cooling temperature***
- ***Fan speed when cooling***

1 If necessary, press the button.

Result:
- The operation indicator on the indoor unit lights up.
- The air conditioner starts up in Cool mode with Turbo fan speed.
- The indoor unit beeps.

IMPORTANT The air conditioner is fitted with a protection mechanism to prevent the unit from being damaged when it is started immediately after being:
- Plugged in
- Stopped

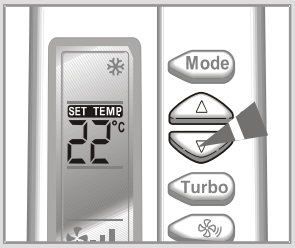
It will start up normally after three minutes.



2 If the ❄ is not displayed at the top of the remote control, press the Mode button on the remote control one or more times until it appears.

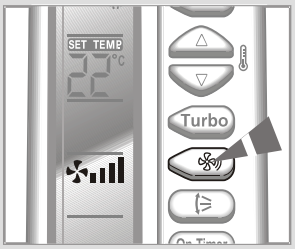
Result:
- The indoor unit beeps each time you press the Mode button.
- The air conditioner runs in the Cool mode.

Note You can change modes at any time.



3 To adjust the temperature, press the button one or more times until the required temperature is displayed.
Possible temperatures are between 16°C and 30°C inclusive.

Result:
- Each time you press the button:
  - The temperature is adjusted by 1°C
  - The indoor unit beeps
- The air conditioner starts cooling, provided that the room temperature is higher than the selected temperature.
- If the room temperature reaches the set temperature, the air conditioner stops cooling, but the fan is still operating.



4 Select the fan speed by pressing the button one or more times until the required setting is displayed:

- Automatic (rotated : ➡ ➡)
- Low
- Medium
- High
- Maximum

Result: Each time you press the button, the indoor unit beeps.

5 To control the direction of the air flow, refer to pages 13.

Removing Excess Humidity

If the atmosphere in your room is very humid or damp, you can remove excess humidity without lowering the room temperature too much.

1 If necessary, press the Set Cancel button.

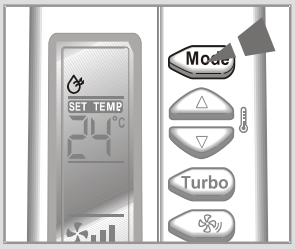
Result:
- ◆ The operation indicator on the indoor unit lights up.
- ◆ The air conditioner starts up in Cool mode with Turbo fan speed.
- ◆ The indoor unit beeps.

IMPORTANT The air conditioner is fitted with a protection mechanism to prevent the unit from being damaged when it is started immediately after being:
- ◆ Plugged in
- ◆ Stopped

It will start up normally after three minutes.

2 If the is not displayed at the top of the remote control,press the Mode button on the remote control one or more times until it appears.

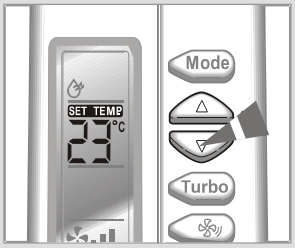
Result:
- ◆ The indoor unit beeps each time you press the Mode button.
- ◆ The air conditioner runs in the Dry mode.



Note You can change modes at any time.

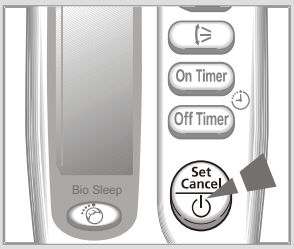
3 To adjust the temperature, press the button one or more times until the required temperature is displayed.
Possible temperatures are between 16°C and 30°C inclusive.

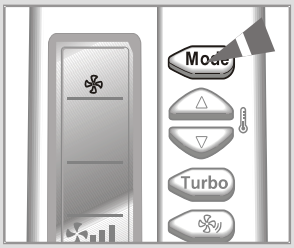
Result:
- ◆ Each time you press the button:
  - The temperature is adjusted by 1°C
  - The indoor unit beeps
- ◆ The air conditioner starts removing the excess humidity; the quantity of air is adjusted automatically.
- ◆ The fan is running in auto mode.

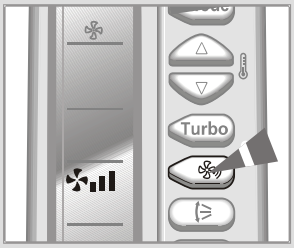


4 To control the direction of the air flow, refer to pages 13.

Airing Your Room







If the atmosphere in your room is stale, you can air the room using the Fan feature.

1 If necessary, press the Set Cancel button.

Result:
- ◆ The operation indicator on the indoor unit lights up.
- ◆ The air conditioner starts up in Cool mode with Turbo fan speed.
- ◆ The indoor unit beeps.

2 If the fan is not displayed at the top of the remote control,press the Mode button on the remote control one or more times until it appears.

Result:
- ◆ The indoor unit beeps each time you press the Mode button.
- ◆ The air conditioner runs in the Fan mode.
- ◆ The temperature is set automatically.

Note You can change modes at any time.

3 Select the fan speed by pressing the button one or more times until the required setting is displayed:

- Low
- Medium
- High

Result:
- ◆ Each time you press the button, the indoor unit beeps.

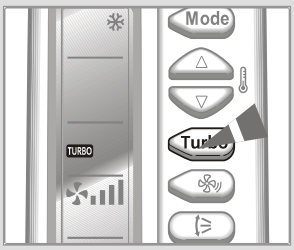
4 To control the direction of the air flow, refer to pages 13.

Changing the Room Temperature Quickly

The Turbo cooling function is used to cool your room as quickly as possible.

Example : ***You have just come home and find that the room is very hot. You wish to cool it down as quickly as possible.***

The Turbo function operates for 30 minutes with the maximum settings before returning automatically to the mode and temperature previously selected.



1 If necessary, press the (Soft Cancel) button.

Result:
- The operation indicator on the indoor unit lights up.
- The air conditioner starts up in Cool mode with Turbo fan speed.
- The indoor unit beeps.

2 Press the (Turbo) button.

Result:
- The temperature and fan settings are adjusted automatically.
- The air conditioner cools the room as quickly as possible.
- After 30 minutes, the air conditioner is reset automatically to the previous mode, temperature and fan settings.
- You can select the Turbo function in the Auto or Cool mode. If you select this function in the Dry or Fan mode, it will return to the Auto mode.

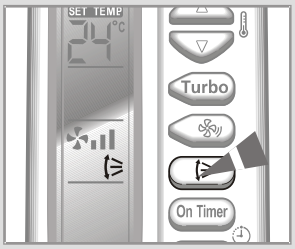
3 If you wish to stop the Turbo function before the end of the 30-minute period, press the (Turbo) button one or more times until TURBO disappears.

Result: The air conditioner is reset automatically to the previous mode, temperature and fan settings.

4 To control the direction of the air flow, refer to pages 13.

Adjusting the Air Flow Direction Vertically

Depending on the position of the indoor unit on the wall of your room, you can adjust the position of the outer air flow blade on the bottom of the unit, thus increasing the efficiency of the air conditioner.



1 Press the button one or more times as required.

Result: The outer blade is adjusted vertically.

2 If you want the blade to move up and down automatically when the air conditioner is operating, press the button.

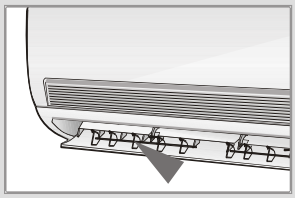
Result: The blade move up and down, around the base position set.

3 To stop the blade moving up and down, press the button again.

Note

If you switch the air conditioner...	*Then the blade is...*
Off	Closed completely.
On again	Set to the initial position powered.

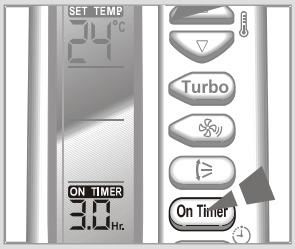
Adjusting the Air Flow Direction Horizontally

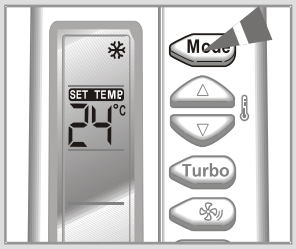


There are two sets of inner air flow blades. Just as the outer air flow blade can be adjusted vertically, the inner blades can be adjusted horizontally.

1 Adjust each set of inner blades to the required position, by pushing or pulling them sideways.

Setting the On Timer





The On Timer enables you to switch on the air conditioner automatically after a given period of time. You can set the period of time from 0.5 hour to 24 hours.

1 To set the operating time, press the On Timer button one or more times until the required time is displayed. Possible time is between 0.5 hour and 24 hour inclusive.

2 Press the Set Cancel button to complete the setting.

Result:
- ◆ The remaining time is displayed.
- ◆ Blinking of the timer indicator stops.
- ◆ The selected mode and the temperature on the display disappear after 10 seconds.
- ◆ The air conditioner will switch on automatically when the counter displayed on the remote control reaches the set time and disappears the On Timer setting.

3 To select an operating mode in advance, press the Mode button until the desired mode is displayed at the top of the remote control.

Result: The air conditioner will run in the selected mode when it is turned on.

Note If you don't operate the remote control after setting the On Timer, it will be turned off automatically after 25 hours.

To Cancel the On Timer

If you no longer wish to use the On Timer that you have set, you can cancel it at any time.

1 To cancel the On Timer, press the On Timer button one or more times until the timer setting disappears.

2 Press the Set Cancel button.

Note If you want to turn on the air conditioner before the timer reaches the setting time, press the Set Cancel button.

Setting the off Timer

The Off Timer enables you to switch off the air conditioner automatically after a given period of time. You can set the period of time from 0.5 hour to 24 hours.

1 To set the operating time, press the Off Timer button one or more times until the required time is displayed. Possible time is between 0.5 hour and 24 hour inclusive.

2 Press the Set Cancel button to complete the setting.

Result:
- ◆ The remaining time is displayed.
- ◆ Blinking of the timer indicator stops.
- ◆ The air conditioner will switch off automatically when the counter displayed on the remote control reaches the set time and disappears the Off Timer setting.

Example **If you would like to turn the air conditioner on after 2 hours and to operate it for 2 hours:**

1. Press the On Timer button until '2 Hr' is displayed.
2. Press the Set Cancel button.
3. Press the Off Timer button until '4 Hr' is displayed.
4. Press the Set Cancel button.

Note You can see or change the setting mode and/or the temperature by pressing the Mode button or the ▲▼ button after setting the Off Timer.

To Cancel the Off Timer

If you no longer wish to use the Off Timer that you have set, you can cancel it at any time.

1 To cancel the Off Timer, press the Off Timer button one or more times until the timer setting disappears.

2 Press the Set Cancel button.

Note If you want to turn off the air conditioner before the timer reaches the setting time, press the Set Cancel button.

Selecting Bio Sleep Mode

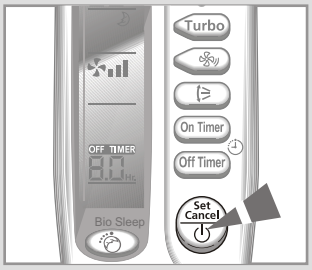
***Bio Sleep* mode helps users to fall asleep well after going to bed whether being too hot to sleep or being awakened by coldness. The Bio Sleep Mode can be selected only when the air conditioner is switched on or off in cool mode.**

Selecting Bio Sleep mode, as a result, the Off Timer will switch off the air conditioner after 8 hours automatically, or you can press the Bio Sleep button to set Off Timer in the range from 0.5 hour to 12 hours.then press the Set/Cancel button to confirm this selection, during the period of Bio Sleep mode, the possible temperatures are between 16°C and 30°C inclusive, but the fan speed and the direction of the air flow is nonjustable.

1 Press the Bio Sleep button one or more times until is displayed on your remote control.

Result:
- The indoor unit beeps
- If Bio Sleep is selected after switching on the unit, the air conditioner will run in Cool mode. During this period, the temperature displayed is one you set for the Cool mode. If Bio Sleep is selected before switch on the unit, the air conditioner starts running in Cool mode and the temperature is set to 26°C.
- The fan is running in auto mode.

To Cancel the Bio Sleep



If you no longer wish to use Bio Sleep that you have set, you can cancel it at any time.

1 press the Set/Cancel button to switch off the air conditioner.

2 To cancel a selected Bio Sleep mode, you can also press the Turbo button, the Off Timer, the On Timer button, or Mode button, the air conditioner will run in cool mode.

Selecting Bio Sleep Mode

In cool mode

Bio Sleep Mode keeps the skin temperature at the best during the 3 stages such as, Falling Asleep stage ➟ Sound Sleep Stage ➟ Wake Up Stage in order.

① **Falling Asleep Stage :**
This stage supports enviroment to quickly cool down. Together with comfortable intermittent air, you will be able to fall asleep quickly.

② **Sound Sleep Stage :**
This stage helps users to take deep sleep and keep the healthy skin by controlling wavy temperature control and insensible air stream.

③ **Wake Up Stage :**
This stage supports comfortable intermittent air to the room to raise human body temperature for refreshing wake up

- The recommended temperature is set between 25°C and 27°C, and 26°C is the most ideal temperature for comfortable sleep.
- Airflow blades(left and right swing) and fan speed are controlled automatically as the above 3 stages in Bio Sleep Mode.
- Set Off timer in Bio Sleep Mode over 5 hours. You feel disturbed sleep if the Bio Sleep is set too short or long because the basic off timer is set for 8 hours.If the Bio Sleep Mode is set less than 4 hours, the operation will be stopped
- after the set time. If the Bio Sleep Mode is set over 5 hours, it will run as Wake Up stage for the last one hours before stop.

Operating Recommendations

When you use your air conditioner, it is recommended to read the following:

Topic	Recommendation
Power failure	If power failure occurs when the air conditioner is operating, the air conditioner turns off. When the power returns, the air conditioner starts up again automatically.
Protection mechanism	When the air conditioner is started immediately after being plugged in or stopped, the normal operation starts up after 3 minutes for the reason of protection.

Temperature and Humidity Ranges

The following table indicates the temperature and humidity ranges within which the air conditioner can be used.

If the air conditioner is used at...	Then...
High temperatures	The air conditioner may stop operating for the reason of protection.
Low temperatures	Water may leak and some malfunction may occur if the heat exchanger freezes.
High humidity levels	Water may condense and drip from the surface of the indoor unit if you don't use the air conditioner for a long time.

Operation	Outdoor Temperature	Indoor Temperature	Indoor Humidity
Cooling	19°C to 54°C approx.	16°C to 32°C approx.	80% or less
Dehumidifying	19°C to 54°C approx.	18°C to 32°C approx.	-

✳ ***If you use the air conditioner over 32°C(indoor temperature), the cooling capacity may drop.***

Technical Specifications

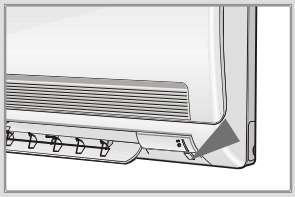
Design and specifications are subject to change without notice

Model	power supply	Net Dim.(mm) Indoor Unit	Outdor Unit
AS12✳N✳B	230V,50Hz	W825xD193xH285	W720xD265xH548
AS18✳N✳B	230V,50Hz	W1065xD223xH298	W790xD285xH548
AS24✳N✳B	230V,50Hz	W1065xD223xH298	W880xD310xH638

Note : All specifications are as per rated condition, i.e. Indoor temp. : 27°C and outdoor temp: 35°C.
Current and power vary as the outdoor temperature vary

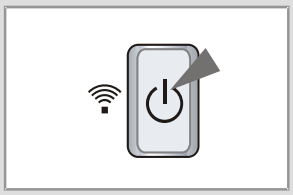
Operating Your Air Conditioner Without the Remote Control

Your air conditioner can be operated directly from the indoor unit if the remote control is lost or broken.



1 To switch the air conditioner on, press the ON/OFF switch on the right side of the indoor unit.

Result:
- ◆ The OPERATION indicator on the indoor unit comes on.
- ◆ The indoor unit beeps.
- ◆ The air conditioner starts up in the auto.



2 To switch the air conditioner off, press the ON/OFF switch again.

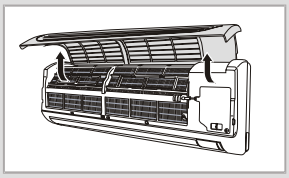
Note Even if the air conditioner has been switched on via the ON/OFF switch, operations can still be controlled using the remote control as usual.

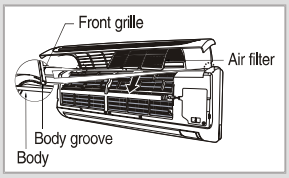
Solving Common Problems

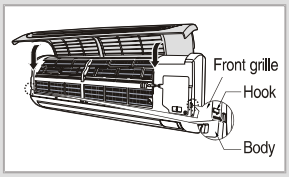
Before contacting the after-sales service, perform the following simple checks. They may save you the time and expense of an unnecessary call.

Problem	Explanation/Solution
The air conditioner does not operate at all	◆ Check that the breaker used for the air conditioner is switched on. ◆ Check that the operation indicator on the indoor unit is on; if necessary press the button on the remote control. ◆ Check whether the Timer indicator on the indoor unit is switched on. If so: - Wait until the switch-on time is reached and the air conditioner starts up automatically - Cancel the timer (see pages 16 and 17 for further details)
The air conditioner does not operate with the remote control	◆ Check that there are no obstacles between you and the indoor unit. ◆ Check the remote control batteries. ◆ Check that you are close enough to the indoor unit (seven meters/yards or less).
No beep is heard when you press the Set Cancel button on the remote control	◆ Check that you are pointing the remote control at the remote control sensor in the right of the indoor unit. ◆ Replace the remote control batteries if necessary.
The air conditioner does not cool	◆ Check that the correct operating mode has been selected (Auto, Cool). ◆ The room temperature may be too low. ◆ Dust may be blocking the air filter guard; refer to page 22 and 23 for cleaning instructions. ◆ Check that there is no obstacle in front of the outdoor unit.
The fan speed does not change when you press the Fan Speed button	◆ Check that the operating mode is set to the Auto, Cool or Fan mode ; in the Dry mode, the fan speed changes automatically.
The air flow direction does not change when you press the Swing button	◆ Check that the air conditioner has been switched on; if necessary, press the Set Cancel button on the remote control.
The timer is not correctly triggered	◆ Check that the timer has been programmed correctly; see pages 16 and 17.
Odour is permeated in the room during air conditioning	◆ Air the room. ◆ You can use the Fan mode.

Cleaning Your Air Conditioner







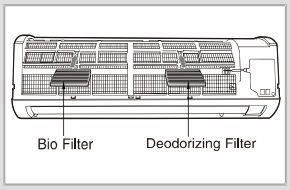
For the best use of your air conditioner, you must clean it every 2 weeks to remove the dust that accumulates on the air filter.

IMPORTANT ***Before cleaning your air conditioner, check if you have turned off the circuit breaker.***

1. Open the upper front grille by pulling the lower right and left tabs of the grille.
2. Pull air filters out of each tab of the grille.
3. Remove all dust on the air filters with a vacuum cleaner or brush.
4. When you finish, insert air filters by fixing them to each tab of the grille.
5. To close the front grille, fix it to hooks and push down the lower right and left tabs of the grille.
6. Clean the front grille with a damp cloth and mild detergent (do NOT use benzene, solvents or other chemicals).

Note ***If you have not used the air conditioner for a long time, select the Fan mode for 3 to 4 hours to dry the inside of the air conditioner.***

Cleaning Deodorizing and Bio Filter (Option)



There are Deodorizing and Bio filters inside your air conditioner. They remove odors and dust in your room. You should clean the filters every 3 months.

1. Open the upper front grille by pulling the lower right and left tabs of the grille.
2. Pull out the deodorizing and Bio filter.
3. Wash the filters with clean water, then dry them in the shade.
4. Insert the filters in their place.

   Note You can change the position of filters with each other.
5. Close the front grille.

Q & A for Non-trouble

Classification	Class	Description
Cooling	Q	**The cooling is weak.**
	A	When it is hot outside, its cooling capacity decreases due to the increase of the ambient temperature. When the dust filter gets blocked or warm outside air gets in, the cooling capacity will decrease. So, make sure to clean the dust filter frequently, prevent heat loss by closing the doors and insulate the cooling area by using curtains, blinds, shades or window tinting.
	Q	**The cooling is good generally. But, it gets weak when it is considerably hot.**
	A	It occurs when the outdoor unit is exposed to direct sun light and heat-up air is not ventilated well.So, set up a sunblind over the outdoor unit and keep stuff away from the unit to increase the ventilation. When the cooling capacity decreases during a heat wave, clean the heat exchanger of the outdoor unit or spray some cold water to the heat exchanger to increase the cooling capability.
	Q	**The cooling is weak. Does it need refrigerant charging?**
	A	It is not correct charging refrigerant regularly. Except that you have moved in several times or the connection pipes are broken, the refrigerant does not run low. So, when refrigerant is additionally charged, it could be costly and cause a product's failure. When the refrigerant leaks, all of it will escape in a short time resulting in cooling failure and no water coming out of the drain hose. So, if water comes out from the drain hose, it indicates the normal operation of the product and it does not need refrigerant charging.
	Q	**It fails to do cooling.**
	A	When the air conditioner is set to Ventilation or the desired temperature is set higher than the current temperature, it fails to do cooling. In this case, select Cooling or set the desired temperature lower.
Leakage	Q	**It floods the floor.**
	A	Place the drain hose properly. When it is not placed properly, the drain water would flow back flooding the floor. So, straighten out the drain hose for the water to be drained well.
	Q	**Water drips at the drain connection (service valve) of the outdoor unit.**
	A	When a glass bottle is taken out of the refrigerator, moisture gets condensed on its surface due to the temperature differences. The same principle applies to the air conditioner. When cold refrigerant goes through the copper tube, moisture gets condensed on the surface of the tube and the connection areas. To prevent the water condensation, the pipes are insulated. But, the connection areas of the outdoor unit are not insulated for the purpose of maintenance or repair, and water gets condensed due to the temperature differences and drips down. Generally, it evaporates right away. But, when it drips much during muggy days, put a water pan on the floor.
	Q	**It leaks even though a drain pump is used.**
	A	It occurs when the drain pump is plugged out or it is out of order. Check the power of the drain pump and the position of the drain hose, and when the pump is faulty, contact the drain pump manufacturer. Samsung Electronics do not manufacture drain pumps. So, we are not able to correct the drain pump problems.
Smells	Q	**Whenever the air conditioner is turned on, it irritates my eyes and gives me a headache.**
	A	There are no components in the air conditioner irritating the eyes and sending out chemical smells. But, when the air conditioner is turned on, other smell sources are sucked into the air conditioner and get out of it. So, find and root out the smell sources. Generally, it occurs at a interior renovated place, a pharmacy, a gasoline handling place, a tire shop, a second-hand book shop or an electronic component handling place; when its chemical or musty smells are sucked in and sent out, it can be misled that the air conditioner generates them. So, find and root out the problem or refresh the room frequently.

Classification	Class	Description
Smells	Q	**Whenever the air conditioner is turned on, it stinks.**
	A	There are no components in the air conditioner sending out chemical smells. But, when the air conditioner is turned on, other smell sources are sucked into the air conditioner and get out of it. So, find and root out the smell sources. Generally, when the drain hose is taken out to the washing room or there are sources of smells such as a diaper bin, a shoe shelf or a socks bin, bad smells generate. Also, it occurs where glass cleaners or air fresheners are used; when they are sucked in interacting with dusts and moistures inside, bad smells generate. These kinds of organic materials noxious to human bodies. So, we recommend against the use of them.
	Q	**Whenever the air conditioner is turned on, it smells sour.**
	A	When the room is papered recently, its paste smells would be sucked inside. Also, when the air conditioner is installed in the study room of young boys loving sweat-generating activities such as the basketball, excessive sweats evaporate and get sucked into the air conditioner resulting in bad smells. So, find and root out the problem or refresh the room frequently.
	Q	**Whenever the air conditioner is turned on, it smells musty.**
	A	It is due to the improper keeping of the product after its use. When keeping the product, dry up the inside with the operation of Ventilation to prevent must. When the product is kept without drying up the inside with Ventilation, mold would grow inside resulting in must. So, open the windows and switch on the Ventilation function to get rid of the saturated smell inside.
	Q	**Whenever the air conditioner is turned on, it sends out bad smells such as stale smells.**
	A	It occurs generally when there are pet animals in the house. Their smells stay at the same place. But, when the air conditioner is turned on, the air gets circulated resulting in the circulation of the smells. So, find and root out the problem or refresh the room frequently.
	Q	**It sends out bad smells.**
	A	When the air filter is filthy, it could send out bad smells. So, clean the filter and ventilate the room with the windows open while operating the Ventilation function.
Operation	Q	**It won't start.**
	A	There is a power failure or it is plugged out. Also, check if the power distribution panel is switched off.
	Q	**It goes off during operation.**
	A	When the hot air does not escape properly, it goes off during operation. It occurs when it does not ventilate properly because the outdoor unit is covered, the back of the outdoor unit is blocked by a cardboard or a plywood panel, and the front of the outdoor unit is blocked by the closed window or other obstacles. Clear the above obstacles from the outdoor unit.
	Q	**It generally works properly. But, when it's considerably hot, it goes off during operation.**
	A	It occurs when the outdoor unit is exposed to direct sunlight and the hot air does not escape properly. Set up a sun blind over the outdoor unit and clear the neighboring obstacles from the outdoor unit to provide good ventilation. When it goes off frequently during a heat wave, it would prevent the turn-off and increase the cooling capacity cleaning the outdoor unit or spraying some water to the heat exchanger.
	Q	**The remote controller won't operate.**
	A	When the batteries run out or the transmitter or receiver of the remote controller is blocked by obstacles, change the batteries or keep the obstacles away from the controlling area. Also, the remote controller may not work under intensive light from a 3-wave length lamp or a neon sign due to the EMI. In this case, take the remote controller closer to the receiver.

Q & A for Non-trouble(cont.)

Classification	Class	Description
Installation	Q	**Who installs the air conditioner? (Relocation/Re-installation)**
	A	When relocating or re-installing the air conditioner, make sure to contact Samsung Electronics Service Center or Authorized Service Agent and have them to do the job. (If not, it could cause personal injury or product damage.) The cost for the relocation/re-installation of the air conditioner is subject to the customer's expense. There is a cost table. But, our service engineer needs to visit to total up the cost correctly. When you move in, make sure to contact Samsung Electronics Service Center or Authorized Service Agent in advance to streamline the process.
	Q	**Is it possible to install the outdoor unit outside?**
	A	It is possible to install it at a designated place in the apartment or on the rooftop nearby. But, it's illegal hanging an angle iron case with the outdoor unit in it outside the apartment. Also, it is illegal obstructing passers-by with the outdoor unit installed outside.
	Q	**What can be done to install the outdoor unit facing the road because it is a commercial building?**
	A	The following is an excerpt from Building Code going into effect from JUNE 1st 2005. "The exhaust pipe of a cooling or ventilation facility installed in a building adjacent to the streets of commercial or residential areas shall be installed higher than 2 m to prevent the exhaust air from blowing directly to passers-by and the current facilities shall be corrected by MAY 31st 2005." So, please install it higher than 2 m or not to blow the hot exhausting air directly to passers-by.
	Q	**What about installing a windscreen during installation not to blow hot air directly to passers-by?**
	A	When the hot air from the front of the outdoor unit is blocked, the product's performance will be affected and it will fail to operate properly. So, keep it at least 300mm away from its surrounding walls and give it good ventilation.
Splashing	Q	**Water splashing and low cooling**
	A	Before checking any other parts, first check the filter. Is it properly cleaned or not. If not cleaned, first cleaned the filter. For best conditions clean the filter every two weeks.